Information governance
Let's put the cards on the table!

Many organizations find that their teams lack knowledge about the data that is available; this can result in data being entered multiple times into different systems and eventually becoming inconsistent. The management teams then initiate a data governance project with the objective of increasing the quality of the data but also of defining the roles and responsibilities related to information management.

As part of a data governance project we are undertaking with the City of La Louvière, we also made the following observations:

- It is difficult to address this issue when dealing with data as diverse as those relating to sport, prevention, museums, animal welfare, road management, population, urban planning, etc.
- It is even more complicated when procedures are changing and imposed by the regional or federal government and, even so, when other organizations are involved
- And it becomes almost impossible when each of these organizations develops its own platform, whether BOSA with eBox, AFSCA with Beltrac, SPF Interior with Belpic, SPW Digital with ICAR, or even the AdN with its OpenData platform.

Once this observation is made, we can only acknowledge that it is far from easy to establish responsibility for information. To achieve it therefore, it is essential to talk to each other and, to do this, committees must be set up or revived.

The first challenge is that data ownership can no longer be resolved at the scale of an organization; it needs to be done at the scale of an ecosystem. The *Banque Carrefour d'Echange de Données* (BCED) of Wallonia and the Wallonia-Brussels Federation has the mission of establishing authentic sources of data which are based on the only-once principle, meaning that an information should not be requested from a user if it is already known by the Administration. If in theory everything is said, in practice, little is done. Without a consultation committee, the players find themselves faced with an undesired situation where one of the players in the ecosystem imposes its vision to the others.

There is a second committee in information governance which has its place within each organization. Its initial objective is to establish an information policy which specifies, among other things:
- Roles and responsibilities (information manager, data steward, CISO, etc.)
- Basic principles (reliability, protection, traceability, accessibility, preservation)
- Enforcement of the principles adopted for information management.

This committee has been set up in La Louvière; it will also be responsible for steering the activities of the digital unit.

Finally, Information bodies need to be set up, bodies that will produce governed infosets, meaning information on a given subject on which all stakeholders will agree on:
- the definition of the matter investigated (Mobility, Heritage, Environment, etc.)
- the manner as well as the roles and responsibilities to
    - measure and treat it
    - keep it and secure it
    - communicate it

and also on the way to monitor the smooth running of this process.

These governed infosets will then be used with confidence. The information bodies can be set up both at the scale of the ecosystem and at the scale of the organization. Such bodies are emerging in La Louvière, and their establishment is generating a lot of enthusiasm. They report to the city's information governance committee.

This whole process is made possible by putting the cards on the table. This is why Exquando uses Klaro.cards.

The idea is to build collectively, and step by step, a common representation of the infoSystem, this system which mixes technical and human aspects and in which circulates the information that makes it possible to take informed decisions.

If you are faced with this problem, and if you want to discuss it, don't hesitate to contact us!